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EXAMINER

NGUYEN, QUYNH H

ART UNIT PAPER NUMBER

2642

DATE MAILED: 04/24/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

# Office Action Summary

Application No.

09/431,017

Applicant(s)

ANDERSON ET AL.

Examiner

Quynh H Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

## Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 01 November 1999.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 1-36 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-13 and 20-36 is/are rejected.
- 7) ☒ Claim(s) 14-19 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on \_\_\_\_\_ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

## Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☒ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) 2.
- 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

## DETAILED ACTION

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-5, 25-27 are rejected under 35 U.S.C. 102(b) as being anticipated by Carney (U.S. Patent 5,784,452).

Referring to claim 1, Carney discloses a computer-implemented method of managing a call center using relationships, call center including a plurality of resources (agents) for handling telephone calls and communication contacts, said method comprising: call center resource data corresponding to plurality of resources (agents) available within call center; presenting to a user (Fig. 5, 82 or 84 or 86) plurality of resources defined by resource data; receiving user selections of selected resources from plurality of resources presented to user (Fig. 5, 82 or 84 or 86); assigning selected resources to a relationship profile (Telephony call center); assigning a relationship key field (Fig. 5, MC, Visa) corresponding to relationship profile to call center resource data for each of selected resources assigned to relationship profile (Telephony call center) and using relationship key (Fig. 5, MC, Visa) field to manage call center.

Referring to claim 2, Carney discloses call center resource data is organized by function into a plurality of resource categories including the steps of: presenting to user (Fig. 5, 82 or 84 or 86) plurality of resource categories; and receiving a user selection of a selected resource

category, wherein plurality of resources within selected resource category are presented for selection by user.

Referring to claim 3, Carney discloses plurality of resource categories include inbound dialed number identification service (DNIS), queues, agent workgroups, individual agents, campaigns, and call tables (col. 1 line 57 thru col. 2 line 13).

Referring to claim 4, Carney discloses using relationship key field to manage call center includes: presenting a user (Fig. 5, 82 or 84 or 86) with plurality of statistics display options corresponding to a selected resource relationship profile (col. 5, lines 15-17); receiving a user selection of a selected statistics display option corresponding to a selected resource relationship profile (col. 5, lines 18-23); obtaining call center statistics from plurality of resources having a matching resource relationship key field matching a selected resource relationship key field of selected resource relationship profile (col. 5, lines 23-26); and displaying call center statistics from plurality of resources having matching resource relationship key field (col. 5, lines 28-30).

Referring to claim 5, Carney discloses relationship key field is used to control defining of call center strategies (col. 4, lines 28-34).

Referring to claim 25, Carney discloses a call center resource relationship management system for use in a call center including a plurality of resources (agents) used for handling telephone calls, said system comprising: call center resource data defining a plurality of call center resources (agents) in call center; and a relationship manager (supervisor), responsive to a user input, for accessing said call center resource data, for creating a graphical user interface (col. 4, lines 35-36) presenting said call center resources defined by said call center resource data to user, for assigning user-selected resources to a relationship profile (call center), and for

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associating a relationship key field to call center resource data corresponding to each of user-selected resources (col. 4, lines 28-39).

Referring to claim 26, Carney discloses resources are organized into resource functional categories including at least one of agents, agent workgroups, devices, queues, applications, campaigns, and call tables (col. 1 line 57 thru col. 2 line 13).

Referring to claim 27, Carney further discloses a call center resource relationship management system is implemented on at least one personal computer utilizing a WINDOS-based operating system (col. 3, lines 52-54).

***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

4. Claims 6-12, 14-19, and 28-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Carney (U.S. Patent 5,784,452).

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Referring to claim 6, a computer-implemented method of managing strategies and actions in a call center comprising: establishing action detail data defining generic actions (col. 4, lines 31-32) that can be taken in call center; establishing goal data defining goals to be achieved within call center (col. 5, lines 10-14); presenting to a user (supervisor) generic actions (col. 4, lines 31-32) defined by action detail data; receiving at least one user selection of a selected generic action (col. 4, line 31-32) from generic actions. What is not taught by Carney is adding user defined action detail data to call center, goal data, and user-defined threshold for selected goal such that selected available action occurs when at least one user-defined threshold is reached. It would be obvious to one skilled in the art at the time the invention was made to add user defined action detail data to call center, and to include some goals such as: number of calls answered, idle time, time spent talking to customers etc and user-defined threshold such as calls in a queue such that said user-selected available action (i.e. voice mail) will occur when user-defined threshold is met. *These features are well known and the advantages of using them are also well known.*

Referring to claim 7 and 8, Carney has been discussed above. What is further not taught by Carney is multiple thresholds including an optimization minimum, an optimization realization, and an optimization maximum wherein a user-selected available action is assigned to each multiple thresholds. It would be obvious to one skilled in the art at the time the invention was made to include user-defined thresholds to see when agent's goals are met.

Referring to claim 9, Carney discloses goals are organized in goal categories, and further including the step of: presenting goal (col. 5, lines 11-13) categories to user (supervisor); but does not teach receiving a user selection of a selected goal categories, wherein goals within

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selected goal category are presented for selection by user. It would be more flexible to allow user to select goals within goal category.

Referring to claims 10-12, Carney has been discussed above. What is further not taught by Carney is user-defined thresholds, and selected available actions are received and assigned to create library of strategy profile, and a plurality of available actions are created. It would be obvious to one skilled in the art at the time the invention was made to have user-defined thresholds and view when agent's goals are met, organize strategies into library of strategy profiles, and create available actions so that user can easily selected.

Referring to claims 14-19, Carney has been discussed. What is further not taught by Carney is call center queue statistics data organized according to call center tasks, allow user to create and display a user-defined task statistics viewing option. It would be obvious to one skilled in the art at the time the invention was made to have call center queue statistics so that manager can balance calls load and move agents around, display selected task statistics viewing option.

Referring to claim 28, Carney discloses a call center strategy and action management system for use in a call center comprising: action detail data defining a plurality of generic actions (col. 4, lines 31-32) that can be taken within said call center; an action builder, responsive to a user input, for accessing action detail data, for creating a graphical user interface (col. 4, lines 35-36) presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said call center (col. 4, lines 27-39); goal data defining goals to be achieved within call center (col. 5, lines 10-14); and a strategies manager, responsive to user input, for accessing goal

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data, for creating a graphical user interface (col. 4, lines 35-36). What is not taught by Carney is presenting said goals and available actions to user for selection, and for assigning at least one user-defined threshold to a user-selected goal and for assigning at least one user-selected available action to user-defined threshold such that user-selected available action will occur when user-defined threshold is met. It would be obvious to one skilled in the art at the time the invention was made to include some goals such as: number of calls answered, idle time, time spent talking to customers etc and user-defined threshold such as calls in a queue such that said user-selected available action (i.e. voice mail) will occur when user-defined threshold is met.

Referring to claims 29-32, Carney has been discussed above. Carney further teaches supervisor observes agents' performance statistics such as idle time and time spent talking to customers, assigns agents and view statistics and activities of agents, and generic actions such as modify the agents data structure by adding the agent attribute identifier for work groups to agent data structure. What is further not taught by Carney is multiple thresholds including an optimization minimum, an optimization realization, and an optimization maximum wherein a user-selected available action is assigned to each multiple thresholds. It would be obvious to one skilled in the art at the time the invention was made to include user-defined thresholds to see when agents' goals are met.

Referring to claim 33, Carney discloses a call center management system for managing a call center including a plurality of resources used for handling telephone calls, comprising: call center resource data defining a plurality of call center resources (agents) in call center; and a relationship manager (supervisor), responsive to a user input, for accessing said call center resource data, for creating a graphical user interface (col. 4, lines 35-36) presenting said call



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center resources defined by said call center resource data to user for selection, for assigning user-selected resources to a relationship profile (call center), and for associating a relationship key field to call center resource data corresponding to each of user-selected resources (col. 4, lines 28-39); action detail data defining a plurality of generic actions (col. 4, lines 31-32) that can be taken within said call center; an action builder, responsive to a user input, for accessing action detail data, for creating a graphical user interface (col. 4, lines 35-36) presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said call center (col. 4, lines 27-39); goal data defining goals to be achieved within call center (col. 5, lines 10-14); and a strategies manager, responsive to user input, for accessing goal data, for creating a graphical user interface (col. 4, lines 35-36). What is not taught by Carney is presenting said goals and available actions to user for selection, and for assigning at least one user-defined threshold to a user-selected goal and for assigning at least one user-selected available action to user-defined threshold such that user-selected available action will occur when user-defined threshold is met. It would be obvious to one skilled in the art at the time the invention was made is to include some goals such as: number of calls answered, idle time, time spent talking to customers etc and user-defined threshold such as calls in a queue such that said user-selected available action (i.e. voice mail) will occur when user-defined threshold is met.

Referring to claim 34 and 35, Carney discloses the call center management system further including: statistics data representing statistics pertaining to resources in call center (col. 6, lines 24-28); and a statistics display manager, responsive to user input, for monitoring statistics (col. 3, lines 47-49) and for creating at least one graphical user interface (col. 4, lines 35-36). What is not

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taught by Carney is displaying statistics in at least one user-defined format based upon one of relationship profiles, wherein statistics display manager accesses strategy profiles, compares statistics with at least one user-defined threshold, and provides an indication in graphical user interface when threshold has not met. It would be obvious to one skilled in the art at the time the invention was made is to have statistics display manager to take care of collecting statistics.

Referring to claim 36, Carney further discloses a call center resource relationship management system is implemented on at least one personal computer utilizing a WINDOS-based operating system (col. 3, lines 52-54).

5. Claims 13, 20-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Carney in view of Cambray et al. (U.S. Patent 5,381,470).

Referring to claim 13, Carney discloses a method of monitoring and presenting call center statistics in a call center comprising: establish a plurality of resource relationship profiles (call center) defining a plurality of relationships between call center resources. What is not taught by Carney is establish a plurality of call center strategy profiles defining a plurality of call center strategies, each of said call center strategies including a plurality of goals having at least one user-defined strategy threshold. It would be obvious to one skilled in the art at the time the invention was made strategy profiles including plurality of goals established. What is not also taught by Carney is receiving call center statistic data pertaining to call center and displaying the data. However, Cambray et al. teaches displaying call center statistics data (Abstract lines 1-4). Therefore, it would have been obvious to one of ordinary skill in the art at the invention, to include statistics graphical representation in the system.

Referring to claims 20-24, Carney has been discussed above. However, Carney does not teach view formats of call center include summary statistics format and detailed graphical statistics format displayed in color. However Cambray et al. teaches call center statistics data displayed in color (Abstract lines 1-15).

*Conclusion*

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Jordan et al. (U.S. Patent 5,289,368) teaches force management system user interface.

8. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

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or faxed to:

(703) 308-6306, (for formal communications intended for entry, please label the response "EXPEDITED PROCEDURE")

or: (703) 308-6296, (for informal or draft communication, please label "PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA, Sixth Floor (Receptionist).

9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451.


The examiner can normally be reached on Monday - Friday from 7:00 A.M. to 4:00 P.M..

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9314.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

qhn  
Quynh H. Nguyen  
April 17, 2002



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SUPERVISORY PATENT EXAMINER  
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